



W.A.T.E.R. FUND

"Water Aid to Elderly Residents"

What is it?

The W.A.T.E.R Fund is a program administered by the City of Houston designed to provide financial assistance to needy senior citizens. It is funded entirely through voluntary donations from customers, charities, and businesses.

Who qualifies?

The Fund assists senior citizens (60+) who are residential utility customers of the City of Houston, and live in a single-family dwelling. Limited assistance is also available to low- income or disabled customers.

How do I apply?

Applicants must fill out a form and provide complete documentation of income, identity, residency, and disability of all current residents in the household.

Do I have to come in to apply?

Most of the time is not necessary to visit our office. Requests for W.A.T.E.R. Fund assistance can be handled by mail or fax, and there are 13 locations which accept applications. Call (713) 371-1400 for more information.

What help can I get?

Applicants can receive up to \$50 each six months towards their water bills. If the water bill is less than this amount, any unused portion may be used to pay later bills. This can continue up to \$50 or six months from the date of the application, whichever comes first. At the end of six months, customers may re-apply for further assistance.

Can I help others?

Individuals can help with contributions to the W.A.T.E.R. Fund by checking the box on their bill stub and including an extra dollar with their payment. Larger donations can be made by special arrangement.

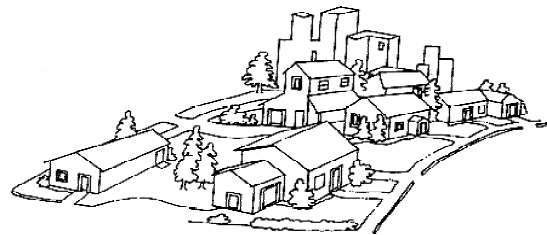
What else can I do to reduce my bill?

Late penalties are normally 10% of the unpaid bill. Single-family residential customers of 60 years of age or older may apply for exemption from penalties for late payment. Complete an application and submit photographic proof of age. Call (713) 371-1400 for more information.

How can I save water?

A few simple rules to reduce your water and sewer bills:

- Repair all leaks as soon as possible.
- Monitor your toilets. By the time you can hear a leak or have to "jiggle" the handle, it may have been leaking for some time. Two tablespoons per minute leakage is 342 gallons a month!
- Stop water wasting habits—don't turn a faucet fully on when halfway will do.
- Partly fill a sink with water to shave or brush your teeth. Running water is unnecessary and wasteful.
- 75% of a household's indoor water usage is in the bathroom! Never use the toilet as a wastebasket.



For more assistance or information, call (713)-371-1400.

